

FIG - 1

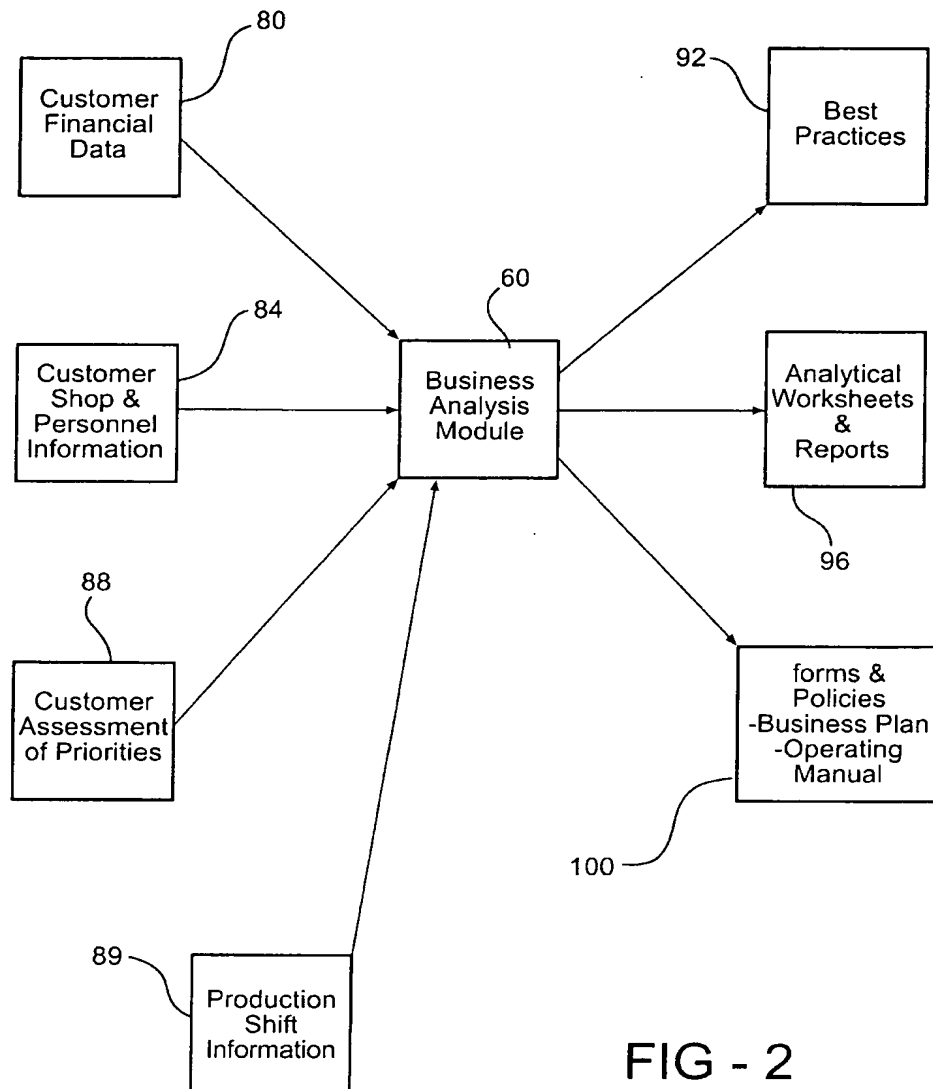


FIG - 2

# SITE ARCHITECTURE

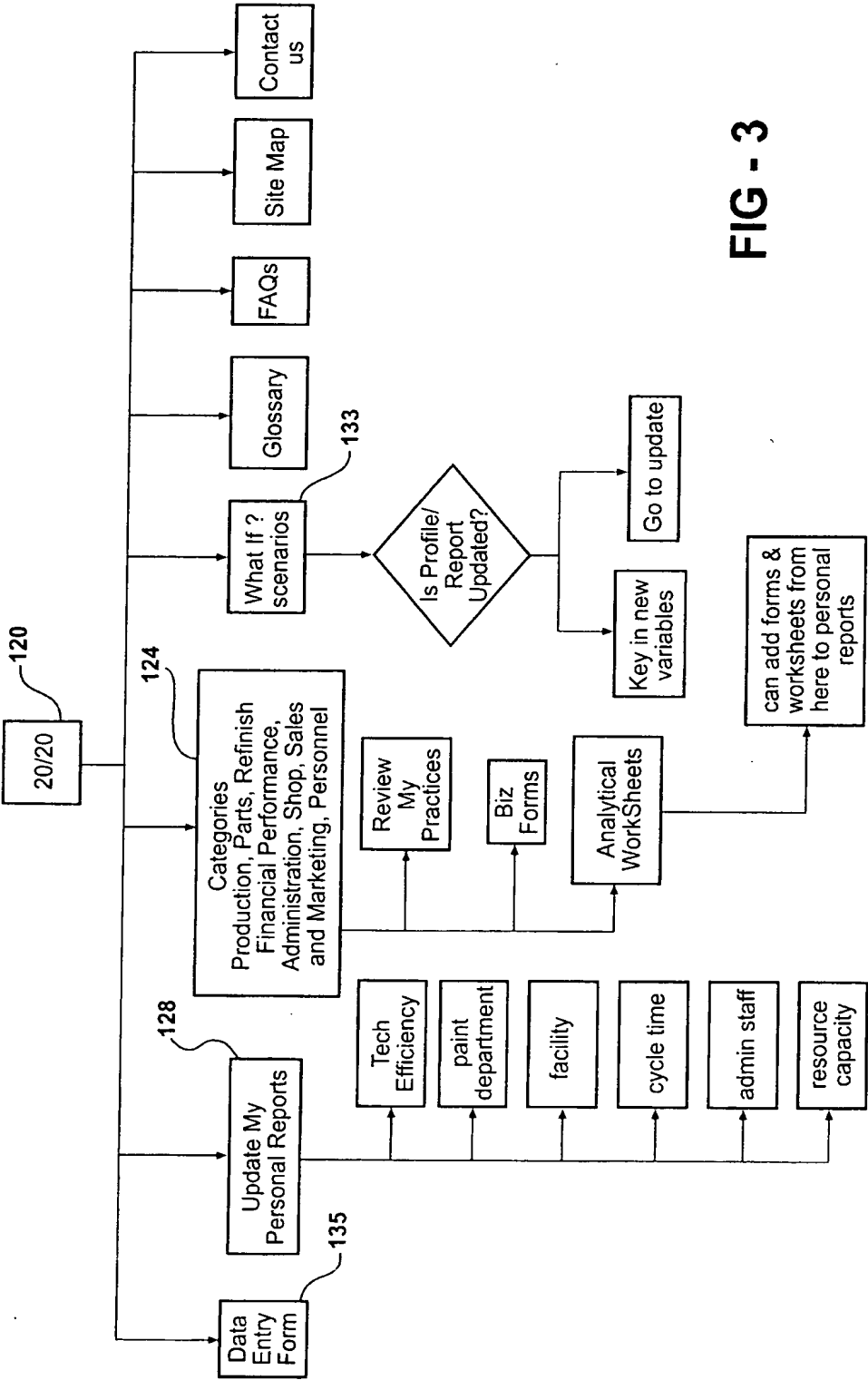


FIG - 3

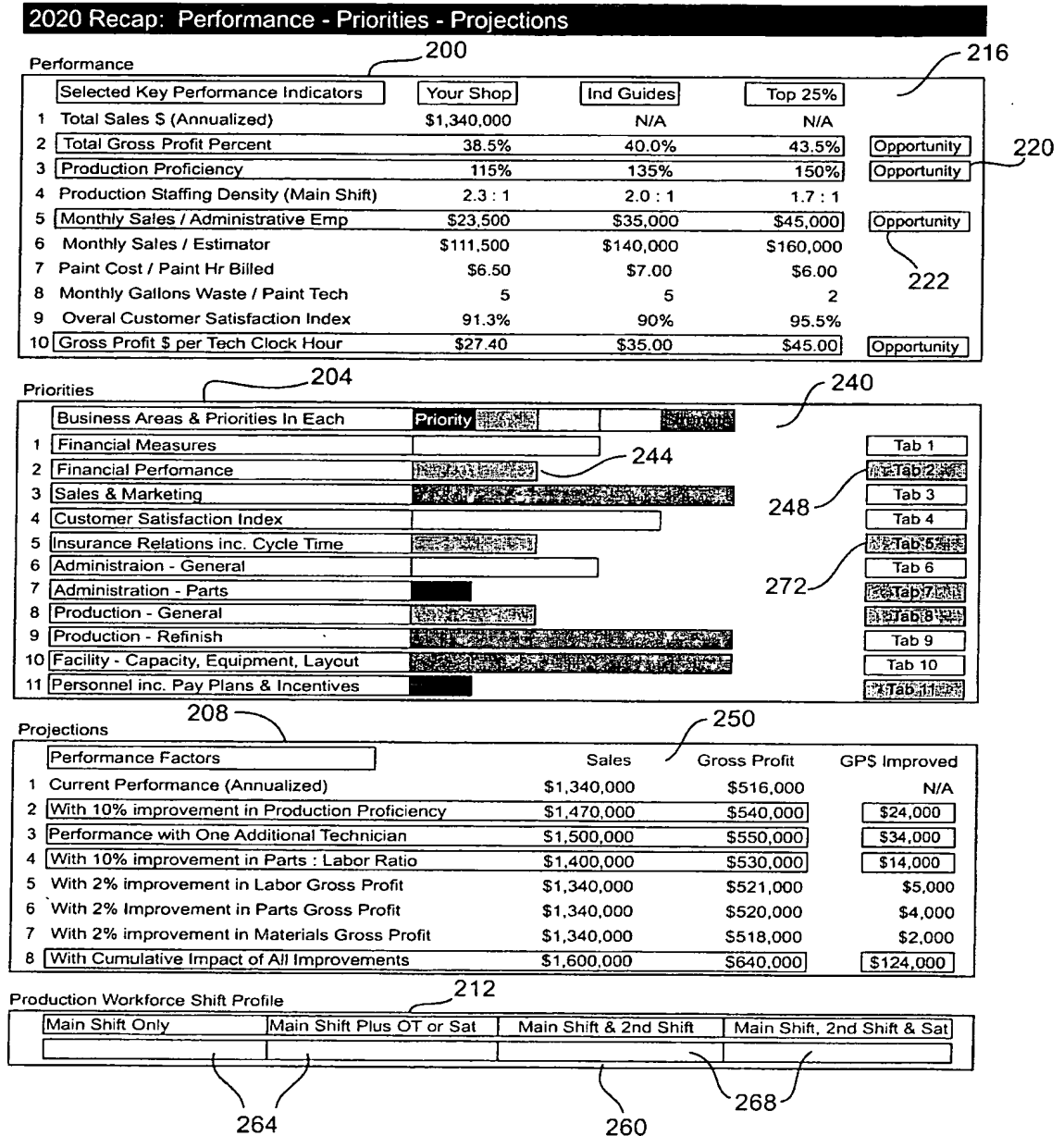


FIG - 4

[illegible]

FIG - 5

## Sales & Marketing: Selling and Sources of Business

Note: This is the Sales & Marketing 'Sub-Page', the 1st of 11 Sub-pages

N/A Weak Avg Strong

- 350
- 1 Customer 1st Impression of Your Facility ☐ ☐ ☐ ☐ ☐ ☐  
☐ Checklist and Action Planner [Link to Detail Below](#)
  - 2 Customer 1st Impression of Your Employees ☐ ☐ ☐ ☐ ☐ ☐  
☐ Checklist and Action Planner [Link to Detail Below](#)
  - 3 2nd Impressions ☐ ☐ ☐ ☐ ☐ ☐  
☐ Checklist and Action Planner [Link to Detail Below](#)
  - 4 Sales Close % on Estimates Written ☐ ☐ ☐ ☐ ☐ ☐  
☐ Checklist and Action Planner [Link to Detail Below](#)
  - 5 Maximizing Repeat & Customer Referrals ☐ ☐ ☐ ☐ ☐ ☐  
☐ Checklist and Action Planner [Link to Detail Below](#)
  - 6 Maximizin Insurance DRP Business ☐ ☐ ☐ ☐ ☐ ☐  
☐ Cycle Time Performance (CTP) [Link to Unique Cycle Time Measurement Tools](#)  
☐ Checklist and Action Planner [Link to Detail Below](#)
  - 7 Maximizing Employee Referrals ☐ ☐ ☐ ☐ ☐ ☐  
☐ Checklist and Action Planner [Link to Detail Below](#)
  - 8 Maximizing Dealership & Fleet Referrals ☐ ☐ ☐ ☐ ☐ ☐  
☐ Checklist and Action Planner [Link to Detail Below](#)
  - 9 Maximizing 'Exposure' of Location ☐ ☐ ☐ ☐ ☐ ☐  
☐ Checklist and Action Planner [Link to Detail Below](#)
  - 10 Advertising & Marketing Promotion ☐ ☐ ☐ ☐ ☐ ☐  
☐ Checklist and Action Planner [Link to Detail Below](#)
  - 11 Yellow Pages & Directories ☐ ☐ ☐ ☐ ☐ ☐  
☐ Checklist and Action Planner [Link to Detail Below](#)

FIG - 6

## Sales & Marketing: Selling and Sources of Business

Note: This is the Sales & Marketing ' Sub-Page', the 1st of 11 sub-pages

	N/A	Weak	Avg	Strong	Add to 90-Day Plan	Add to One-Year Plan
1 Customer 1st Impression of yYour Facility						
Overall Impression from street						
Signage						
General Appearance of Building						
Clear wide entrance						
Appearance of Parking Area						
Parking places available						
Parking places well marked						
Estimating area marked						
Appearance of Reception Area						
Clean						
Comfortable						
2 Customer 1st Impression of Employees						
Telephone Answering & Handling						
Prompt						
Strong & Courteous Greeting						
Consistent greeting by all						
Back-up answering responsibility						
Customer Service Representatives						
Consistently courteous						
Consistently Professional						
Consistently Customer Focused						
Impression of sales representatives						
Consistently Courteous						
Consistently Professional						
Consistently Customer Focused						
3 2nd Impressions						
Reception Area: Info on Display						
Steps in the Repair Process						
Refinish Warranty						
Employee Training Certifications						
Photos / Testimonials						
Production Area						
Neat & Clean 100% of time						
Employees in Uniforms						

FIG - 7

## Sales &amp; Marketing: Selling and Sources of Business

Note: This is the Sales &amp; Marketing ' Sub-Page', the 1st of 11 sub-pages

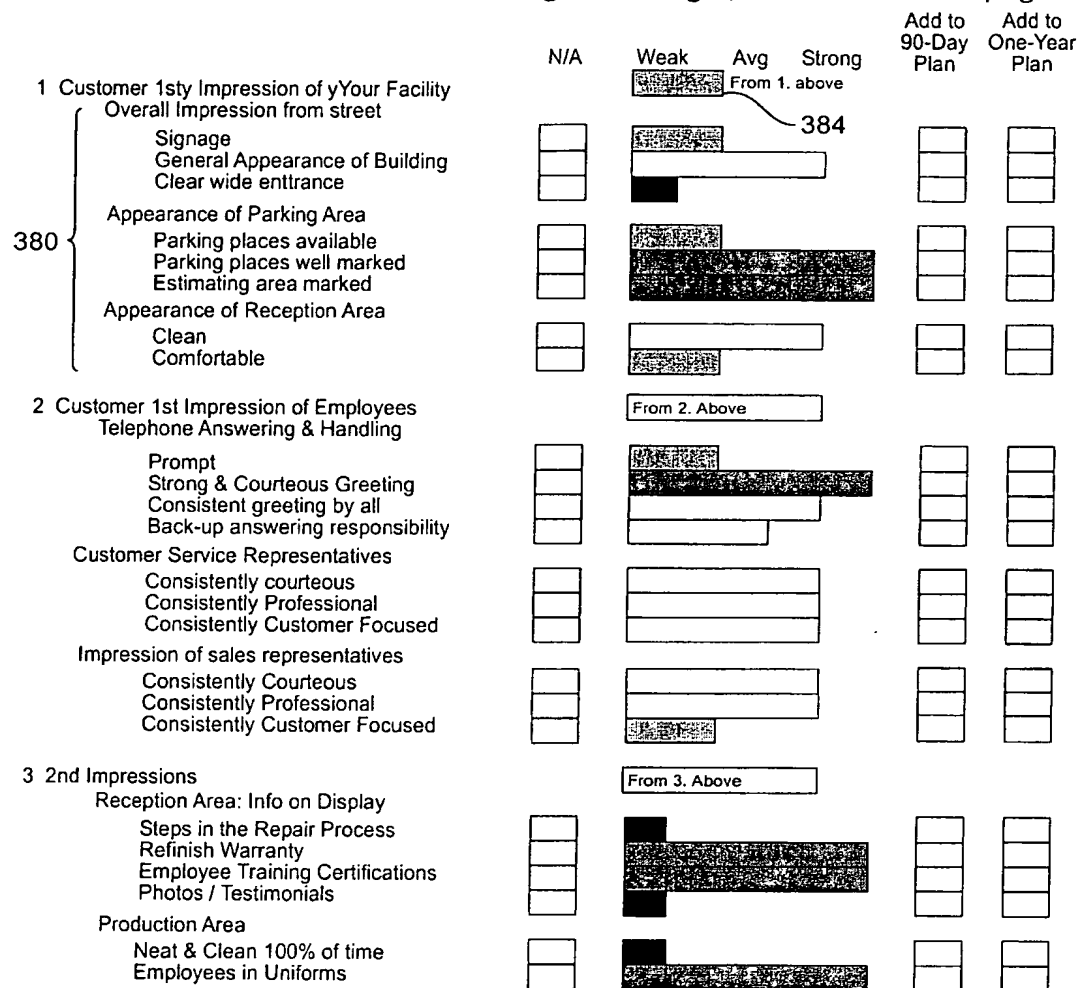


FIG - 8



## Sales & Marketing: Selling and Sources of Business

Note: This is the Sales & Marketing 'Sub-Page', the 1st of 11 Sub-pages

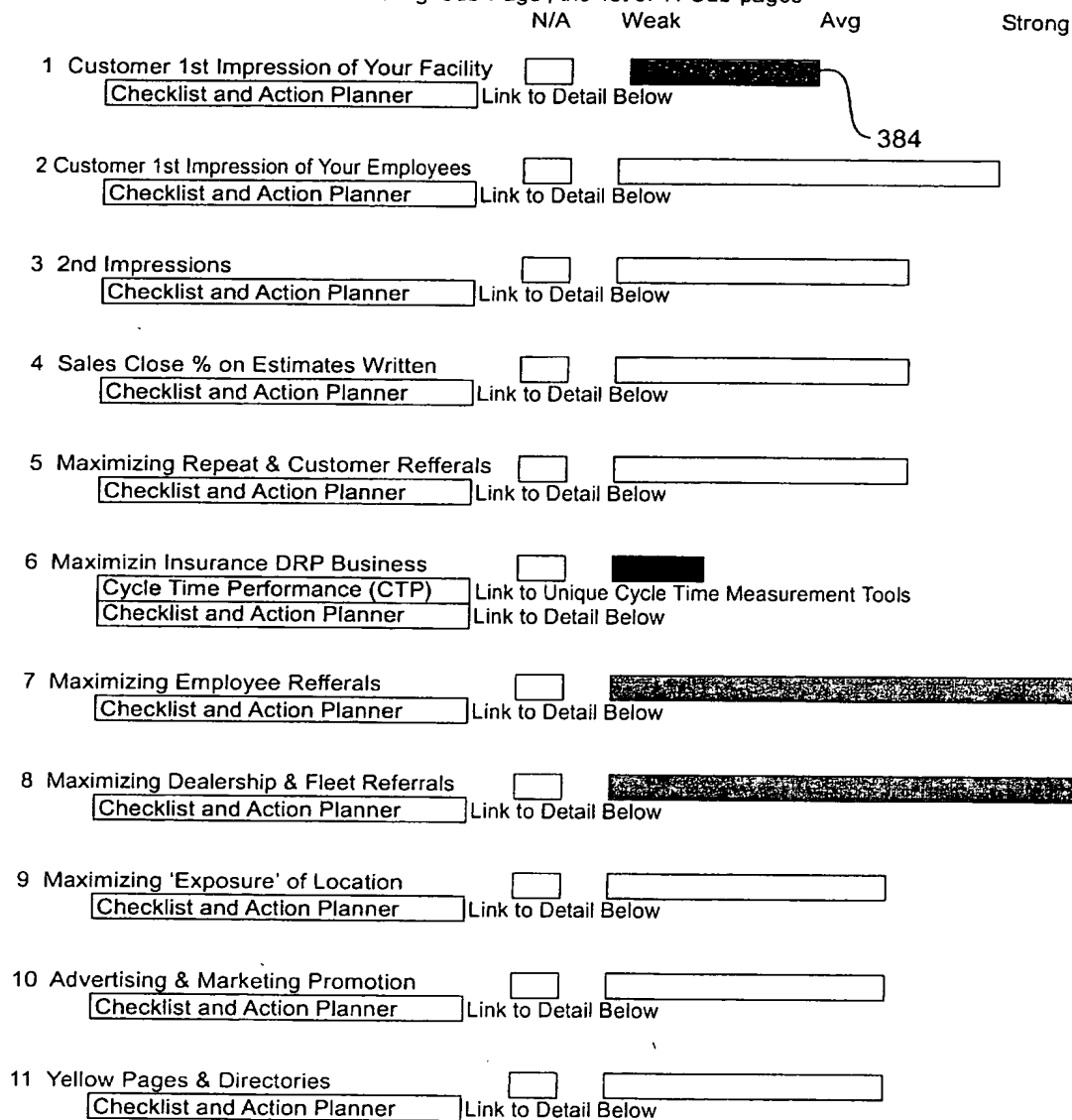


FIG - 9

## Glasurit Leaders Group - Member Data Entry Form

Name of Business	<input type="text"/>	Part of multiple shop ownership group?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Street Address	<input type="text"/>	Name of group	<input type="text"/>
City, State, Zip	<input type="text"/>		
Contact	<input type="text"/>	Data covers how many months?	<input type="text"/>
Title	<input type="text"/>	Final month of data	<input type="text"/>
Phone	<input type="text"/>	Today's Date (Mo / Yr)	<input type="text"/>
Fax	<input type="text"/>	Management System(s)	<input type="text"/>
e-mail	<input type="text"/>		
Dealer <input type="checkbox"/> or Independent <input type="checkbox"/>		Estimating System(s)	<input type="text"/>
If Dealer, please list primary franchise(s)	<input type="text"/>		

## Priorities

	Opportunities / Weaknesses		vs. Management Strengths		
	Weak		Average		Strong
Financial Measures	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Financial Performance	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Sales & Marketing	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Customer Satisfaction	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Insurance Rel & CTP*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Admin - General	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Admin - Parts	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Production - General	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Production - Refinish	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Facility-Equip-Layout	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Personnel-Pay Plans	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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## Facility, Employees &amp; Shift Profile

84	No. of Metal Stalls inc. Frame	<input type="text"/>	No. Admin Emp inc. Estimators	<input type="text"/>	84
	Number of Metal Techs	<input type="text"/>	Memo: No. Estimators	<input type="text"/>	
	No. Refinish Stalls inc. Booth	<input type="text"/>	Sales Close Rate %	<input type="text"/>	88
	Number of Paint Booths	<input type="text"/>	Number of RO's for time period	<input type="text"/>	
	Number of refinish Techs	<input type="text"/>			
	No. Detailing Stalls	<input type="text"/>			
	No. of Detailing Techs	<input type="text"/>	Overall Cust. Sat. Index (CSI)	<input type="text"/>	84
	No. Mechanical/Other Stalls	<input type="text"/>	Production Dept Square Feet	<input type="text"/>	
No. Mechanical/Other Techs	<input type="text"/>				
Total # of Work Spaces	<input type="text"/>				
Total # of Technicians	<input type="text"/>				

Number of Technicians by Shift / by Day	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday	
	Number of Techs	Average Hours	Number of Techs	Average Hours	Number of Techs	Average Hours	Number of Techs	Average Hours	Number of Techs	Average Hours	Number of Techs	Average Hours
Day Shift												
Overtime												
Afternoon Shift												

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FIG - 10a

## Glasurit Leaders Group - Member Data Entry Form

## Sales, Gross Profit, Hours Sold &amp; Hours Worked

84 {	Metal Labor Sales \$	<input type="text"/>	Metal Labor Hours Sold	<input type="text"/>	} 80,84
	Metal Labor Gross Profit \$	<input type="text"/>	Metal Labor Clock Hours	<input type="text"/>	
	Refinish Labor Sales \$	<input type="text"/>	Refinish Labor Hours Sold	<input type="text"/>	
	Refinish Labor Gross Profit \$	<input type="text"/>	Refinish Labor Clock Hours	<input type="text"/>	
	Frame Labor Sales \$	<input type="text"/>	Frame Labor Hours Sold	<input type="text"/>	
	Metal Labor Gross Profit \$	<input type="text"/>	Frame Labor Clock Hours	<input type="text"/>	
	Warranty Labor Sales \$	<input type="text"/>	Warranty Labor Hours Sold	<input type="text"/>	
	Warranty Labor Gross Profit \$	<input type="text"/>	Warranty Labor Clock Hours	<input type="text"/>	
	Internal Labor Sales \$	<input type="text"/>	Internal Labor Hours Sold	<input type="text"/>	
	Internal Labor Gross Profit \$	<input type="text"/>	Internal Labor Clock Hours	<input type="text"/>	
	Mechanical & Other GP \$	<input type="text"/>	Mechanical & Other Hrs Sold	<input type="text"/>	
	Mechanical & Other GP \$	<input type="text"/>	Mechanical & Other Clock Hrs	<input type="text"/>	
	Total Labor Sales \$	<input type="text"/>	Total Labor Hrs Sold	<input type="text"/>	
	Total Labor Gross Profit \$	<input type="text"/>	Total Labor Clock Hours	<input type="text"/>	
Part Sales \$	<input type="text"/>	Paint Only Cost of Sales	<input type="text"/>	} 80	
	Parts Gross Profit \$	<input type="text"/>	Monthly Gallons of Waste		<input type="text"/>
	Refinish Materials Sales \$	<input type="text"/>	Cost to Remove		<input type="text"/>
	Refinish Materials Gross Profit \$	<input type="text"/>	Door Labor Rate \$ / Hr		<input type="text"/>
	Sublet Sales \$	<input type="text"/>	Mechanical Rate \$ /Hr		<input type="text"/>
Sublet Cost of Sales	<input type="text"/>	Matt Allowance / Refinish Hour	<input type="text"/>		
Total Sales \$	<input type="text"/>				
Total Gross Profit \$	<input type="text"/>				
Fixed Overhead - Building \$	<input type="text"/>	Memo: Selected Variable Overhead Values			
Fixed Overhead - Admin Staff \$	<input type="text"/>	Media Advertising	<input type="text"/>		
Variable Overhead \$	<input type="text"/>	Yellow Pages / Directories	<input type="text"/>		
Total Overhead \$	<input type="text"/>	Other Promotions	<input type="text"/>		
Net Profit \$	<input type="text"/>	Policy Adjustments	<input type="text"/>		
		Training - Admin Staff	<input type="text"/>		
		Training - Technicians	<input type="text"/>		

FIG - 10b

Technician		Stalls per Technician	
Production Efficiency		Main Shift Only	
186			1.0
184			1.2
173			1.4
165			1.5
160			1.6
159			1.6
153			1.7
152			1.8
149			1.8
144			1.8
140			1.8
139			1.9
138			1.9
135			1.9
134			1.9
131			1.9
You are here →		130	1.9
129			2.0
129			2.0
128			2.0
124			2.0
122			2.0
120			2.1
120			2.2
119			2.2
118			2.1
117			2.3
116			2.3
114			2.3
113			2.4
113			2.4
112			2.4
111			2.4
110		You are here →	
110			2.7
109			2.8
106			2.9
105			2.9
103			2.9
102			3.0
100			3.0
99			3.0
98			3.0
98			3.1
95			3.2
93			3.2
92			3.2
90			3.5
88			3.5
87			4.0

\*Value from recent sample of 50 shops.

241

243

237

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FIG - 11

## Process Hours Programming Guide

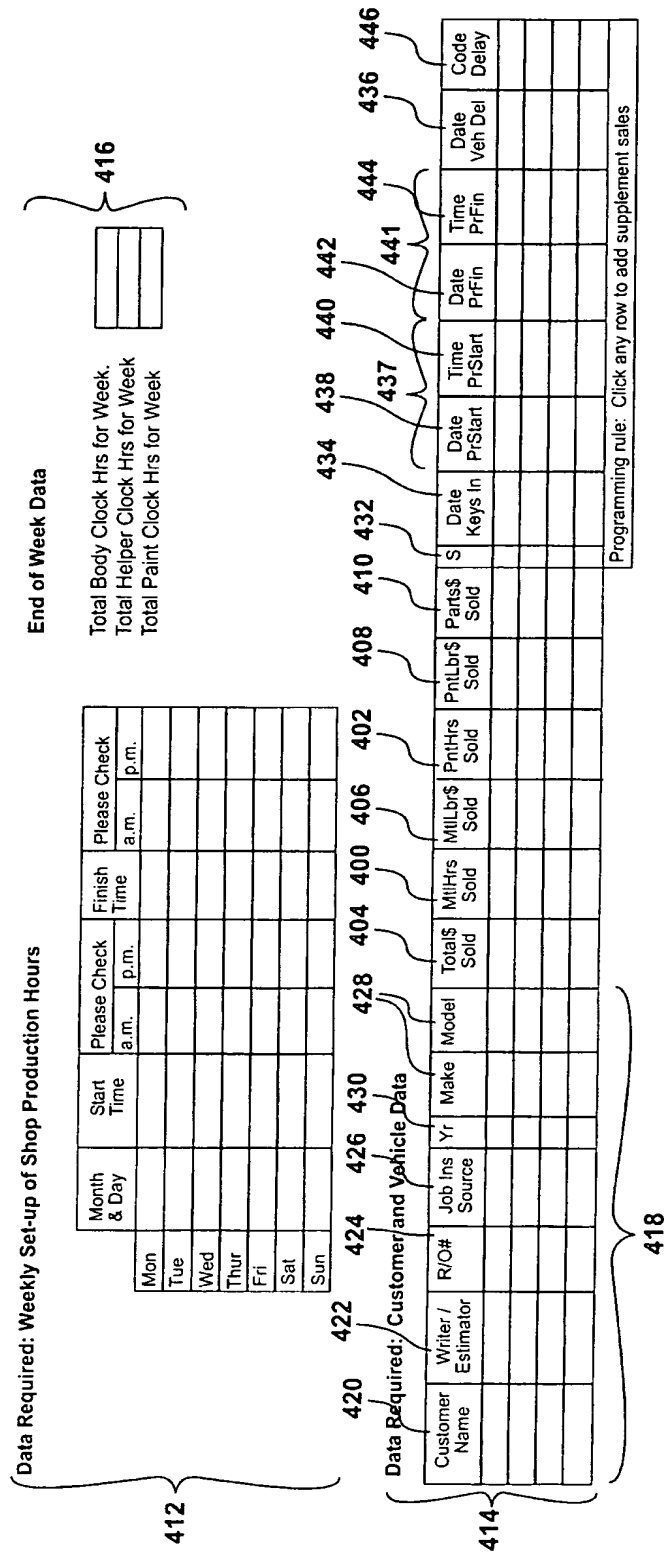


FIG - 12

## End of Week Data

Month & Day	9/8	9/9	9/10	9/11	9/12	9/13	9/14
	Mon	Tue	Wed	Thur	Fri	Sat	Sun

Start Time	Please Check		Finish Time	Please Check	
	a.m.	p.m.		a.m.	p.m.
		8 x	5		x
		8 x	5		x
		8 x	5		x
		8 x	9		x
		8 x	5		x

Total Body Clock Hrs for Week.  
Total Helper Clock Hrs for Week  
Total Paint Clock Hrs for Week

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**Data Required: Customer and Vehicle Data**

Customer Name	Writer / Estimator	R/O#	Job Ins Source	Yr	Make	Model	Total\$ Sold	MilHrs Sold	MilLb\$ Sold	PntHrs Sold	PntLb\$ Sold	Parts\$ Sold	S	Date Keys In	Date PRStart	Time PRStart	Date PRFin	Time PRFin	Date Veh Del	Code Delay
		Ex1						10		8				8 Sep	8 Sep	12 noon	10 Sep	2 pm	11 Sep	
		Ex2						10		8				10 Sep	10 Sep	12 noon	12 Sep	2 pm	12 Sep	
		Ex3						12		9				9 Sep	10 Sep	2 pm	12 Sep	2 pm	15 Sep	
Programming rule: Click any row to add supplement sales																				

Programming rule: Click any row to add supplement sales

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**FIG - 13**